

**Texas Board of Professional Engineers and Land Surveyors**  
**Report on Customer Service**



***June 1, 2022***

## INTRODUCTION

The practice of engineering and surveying are critical to the protection of the health, safety, property, and welfare of the citizens of the state of Texas. The Texas Board of Professional Engineers and Land Surveyors (TBPELS) achieves this mission through the effective and efficient licensure and registration of Professional Engineers (PE) and Registered Professional Land Surveyors (RPLS), the enforcement of the Texas Engineering Practice Act and the Professional Land Surveying Practices Act, and through outreach and communication to the regulated community and the public.

The agency is accountable to the public and the regulated engineering and surveying communities through the effective and efficient use of resources, and through our innovative and continuous improvement mindset which helps us optimize processes and procedures, minimize costs and eliminate redundancy, and streamline processes and regulations while still ensuring competent and ethical practice. TBPELS actively monitors a wide variety of performance measures related to our operations and continuously strives for exemplary service, clarity, and ease of use in all our customer interactions.

### Agency Mission

***Our mission is to protect the health, safety, and welfare of the people of Texas through the licensure and registration of qualified individuals as professional engineers and land surveyors, compliance with applicable laws and rules, and education about engineering and land surveying.***

### Customer's Voice

The Texas Board of Professional Engineers and Land Surveyors (TBPELS) has continued its continuous improvement program, a series of initiatives designed to improve all areas of organization. One of these areas is customer service, and towards that end the customer service survey has been designed for listening to the voice of the customer.

### Customer Service Quality Standards

TBPELS staff recognizes that, to best meet our primary mission of protecting the health, safety, and welfare of the citizens of Texas, we must provide the highest level of customer service. With that balance in mind, staff has designated the following as guiding principles and common purpose regarding customer service. These standards apply to all customer interactions with staff, facilities (physical and virtual) and processes.

- **Accuracy** – TBPELS will give the correct answer based on current Law and Board Rules. Information provided to customers will be clear and effectively convey the appropriate message. Staff will be knowledgeable and competent. Materials, forms and guidance will be concise and complete.
- **Listening** – TBPELS will actively listen to its customers. Whether by personal contact or feedback received through surveys or other methods, TBPELS will seek to understand what each individual customer wants and needs and will resolve issues.
- **Respect** – We will treat all customers professionally. All customers will receive courteous communication that is respectful of the customer's time and effort. Staff, facilities and processes will be respectful of customer information and keep it secure.
- **Responsiveness** – TBPELS will have an answer for all questions asked. Answers will be as complete as possible within a reasonable amount of time. This includes providing information for predicted questions. It also includes automated responses, informational emails, etc.

- **Resolution** – TBPELS will empower its employees at all levels to understand and resolve customer service issues, questions or failures immediately or as soon as possible. Always find the answer for the customer and/or find the correct person to resolve the issue.
- **Ease of Use** – TBPELS will create and maintain facilities and processes aimed at making the customer's experience convenient, timely and efficient. Staff will keep the customer's perspective in mind in all functions.

## **Defining Customers Served**

TBPELS serves multiple groups which includes approximately 71,000 Professional Engineers (PE) licensed to practice in Texas, more than 27,000 Engineers-In-Training, 11,000 registered engineering firms, almost 2,800 Registered Professional Land Surveyors (RPLS), 490 Surveyors in Training (SIT), 1,300 registered professional surveyor firms and approximately 60 Licensed State Land Surveyors (LSLS). The Board is purposeful in communicating with these groups, including connecting with approximately 25,000 people in FY 21 via outreach presentations, webinars, and conference presentations. We also send eNewsletters to our customers and license-specific emails for keeping licensees and other interested parties up-to-date.

The TBPELS website is the primary means of communicating the mission and objectives of the agency to the general public. It includes clear links to information the public might need, such as how to file a complaint, how to apply for and maintain a license, rosters of current engineers, surveyors, and firms, and contact information for questions. The customer service survey used by TBPELS addresses customer interactions on an individual basis (telephone, email, etc.), as well as products (web content, application materials, etc.) and its facilities (both physical and online). An additional feedback survey is continuously available on the website and is offered in the footer of every standard email. Responses are emailed to directors immediately if a response is received to a question relevant for their specific division.

## **Survey**

The FY 2022 customer service survey was emailed on April 13, 2022, to 14,000 licensed Professional Engineers, 4,000 registered Engineers-In-Training and 600 registered Professional Land Surveyors. It was sent again to non-openers on April 21, 2022. A new random group was pulled on May 24, 2022, and the email was sent again to the identical license and registration types. The results below contain 1,491 responses received between April 13<sup>th</sup> and May 26<sup>th</sup>, 2022. During 2022, TBPELS migrated its survey tool to a new system. In the process the customer service survey was changed from a 4-point scale to a 5 point scale.

## **Results**

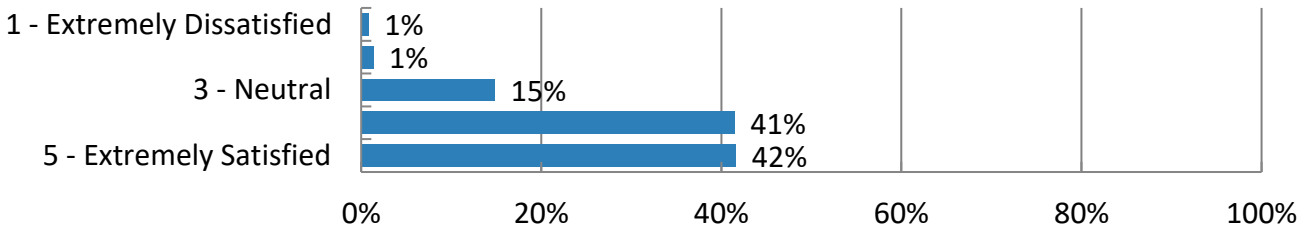
The responses for each question are summarized below.

**I am satisfied with the overall level of service received from  
TBPELS.**

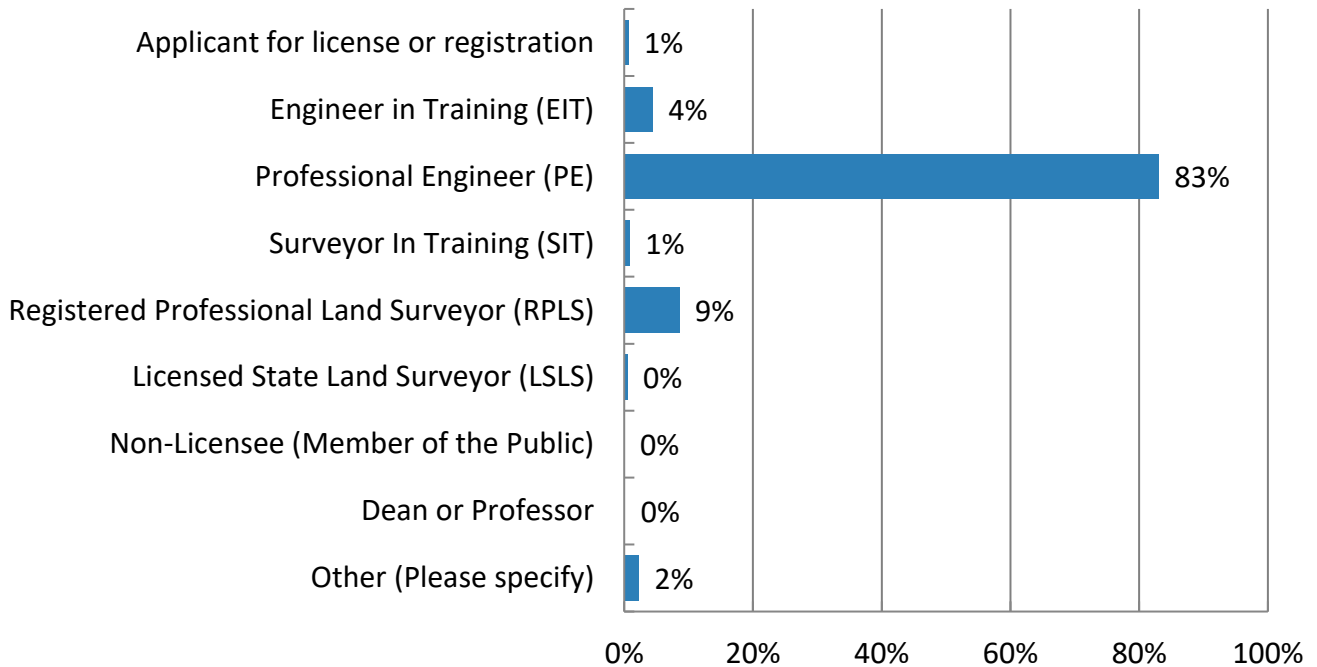
1491 Responses Received

98% Positive Responses

Weighted Score: 4.22



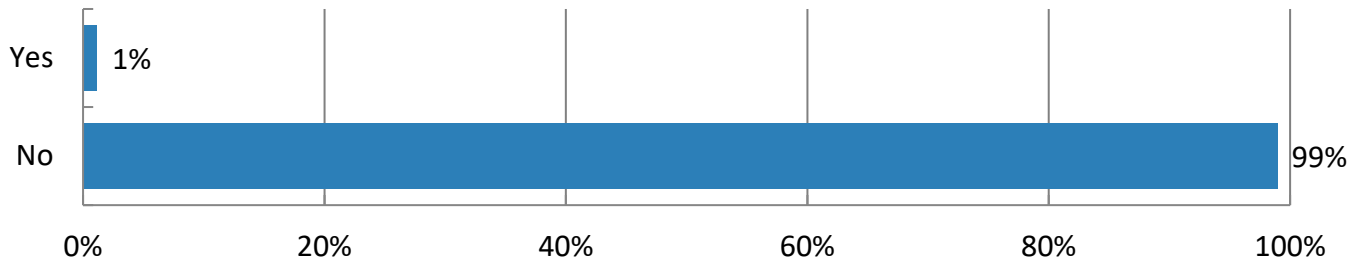
**I am a(n)**



### I have recently been to the TBPELS facility.

1% Yes

16 Yes Responses of 1491



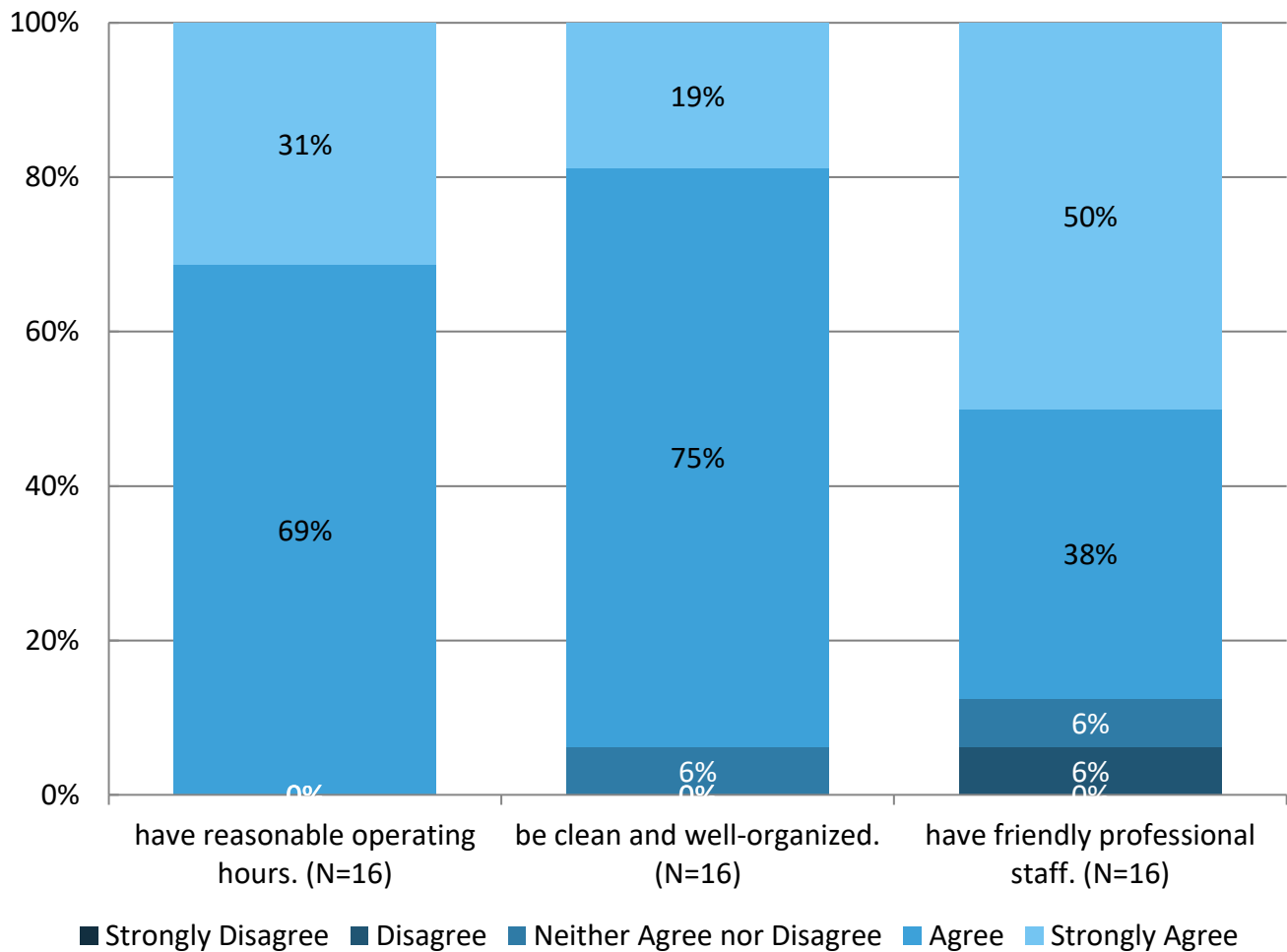
### I found the facility to:

have reasonable operation hours - 100% Positive

be clean and well-organized - 94% Positive

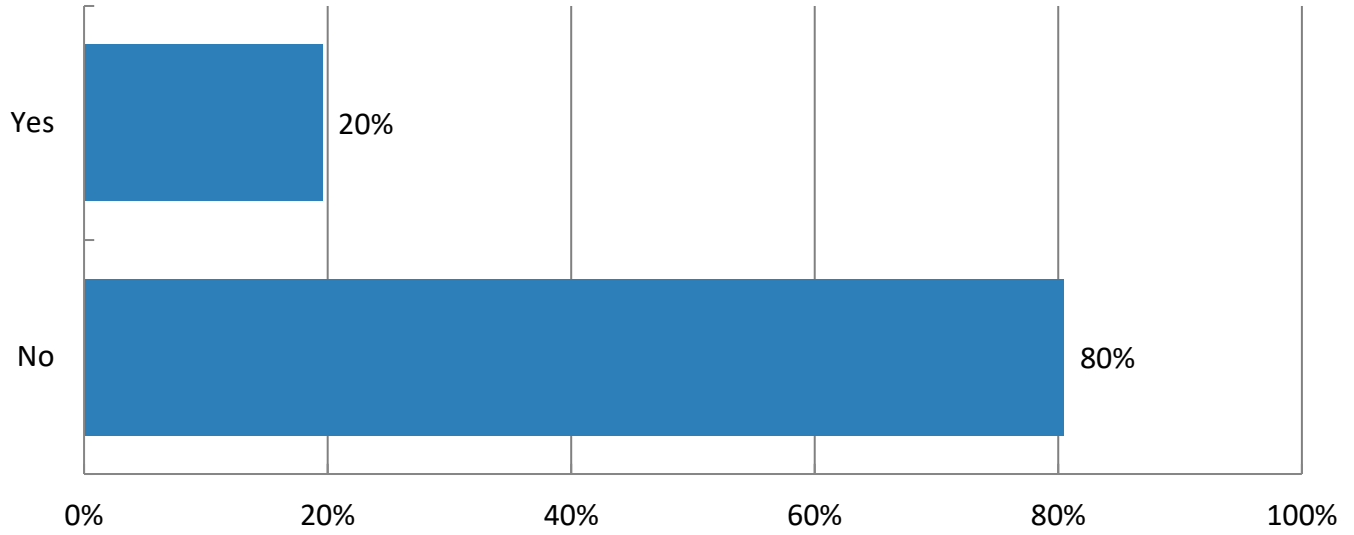
have friendly professional staff - 88% Positive

Weighted Score: 4.25

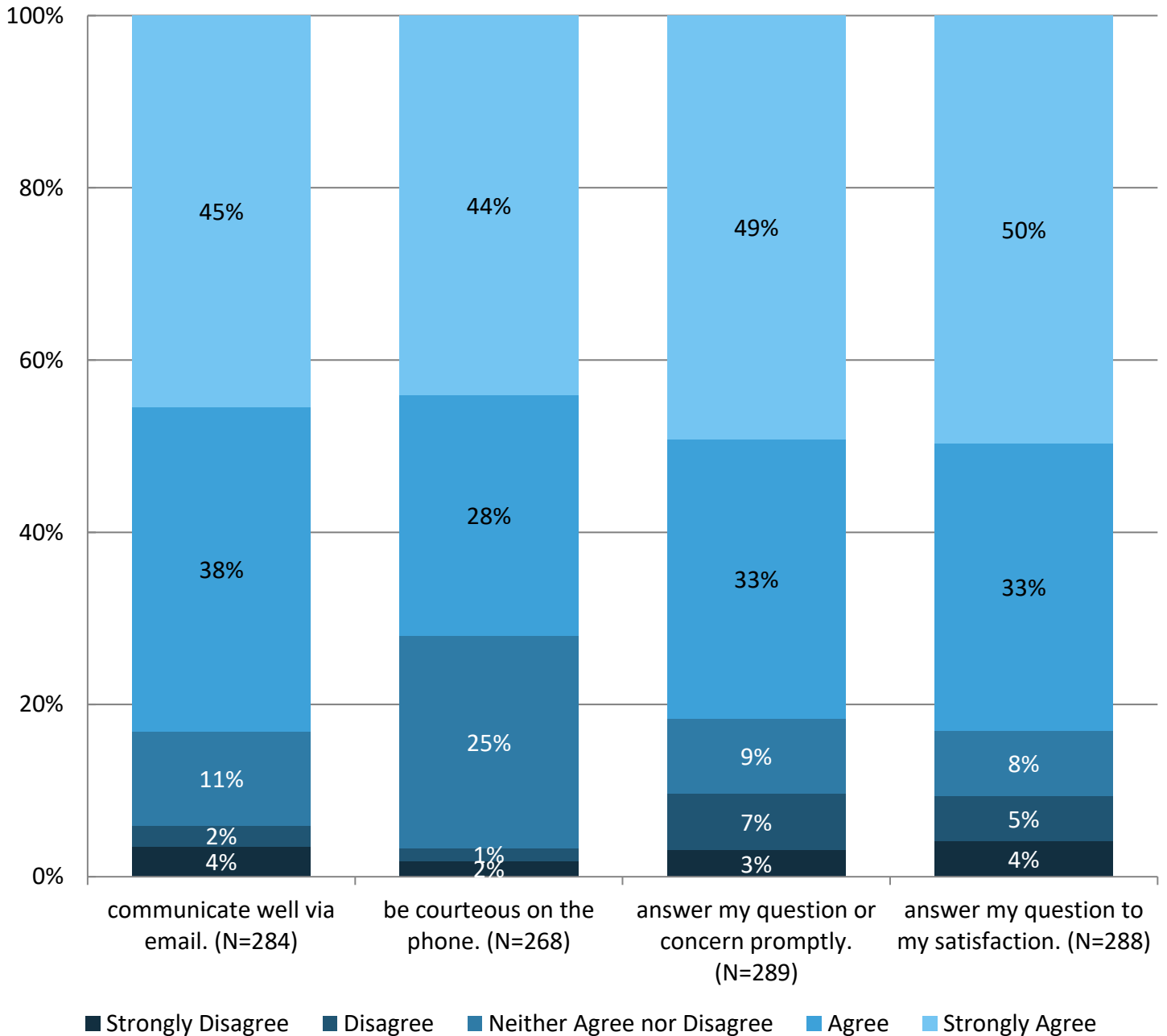


# I contacted the Licensing and Registration division.

20% Yes

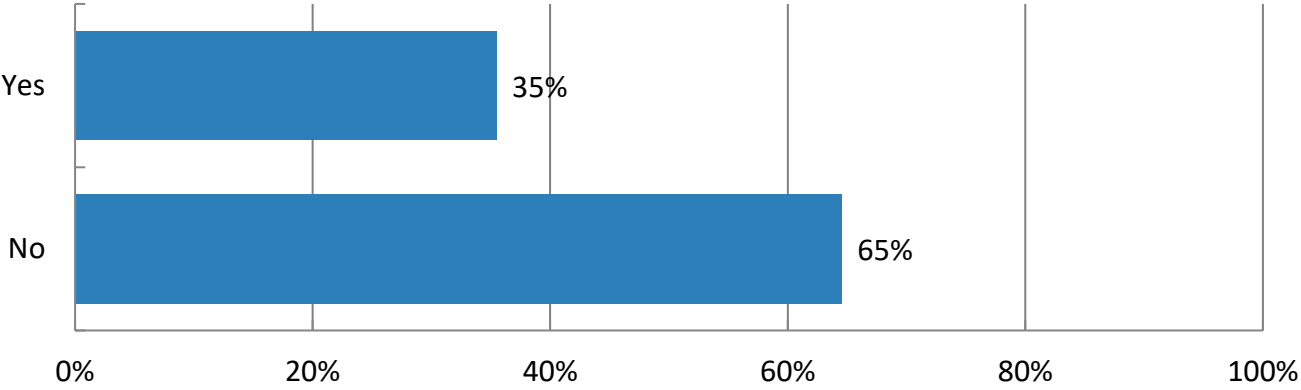


**I found the staff to**  
 communicate well via email - 94% Positive  
 be courteous on the phone - 97% Positive  
 answer my question or concern promptly - 91%  
 answer my question to my satisfaction - 91%



**Are you licensed in other jurisdictions?**

35% Yes



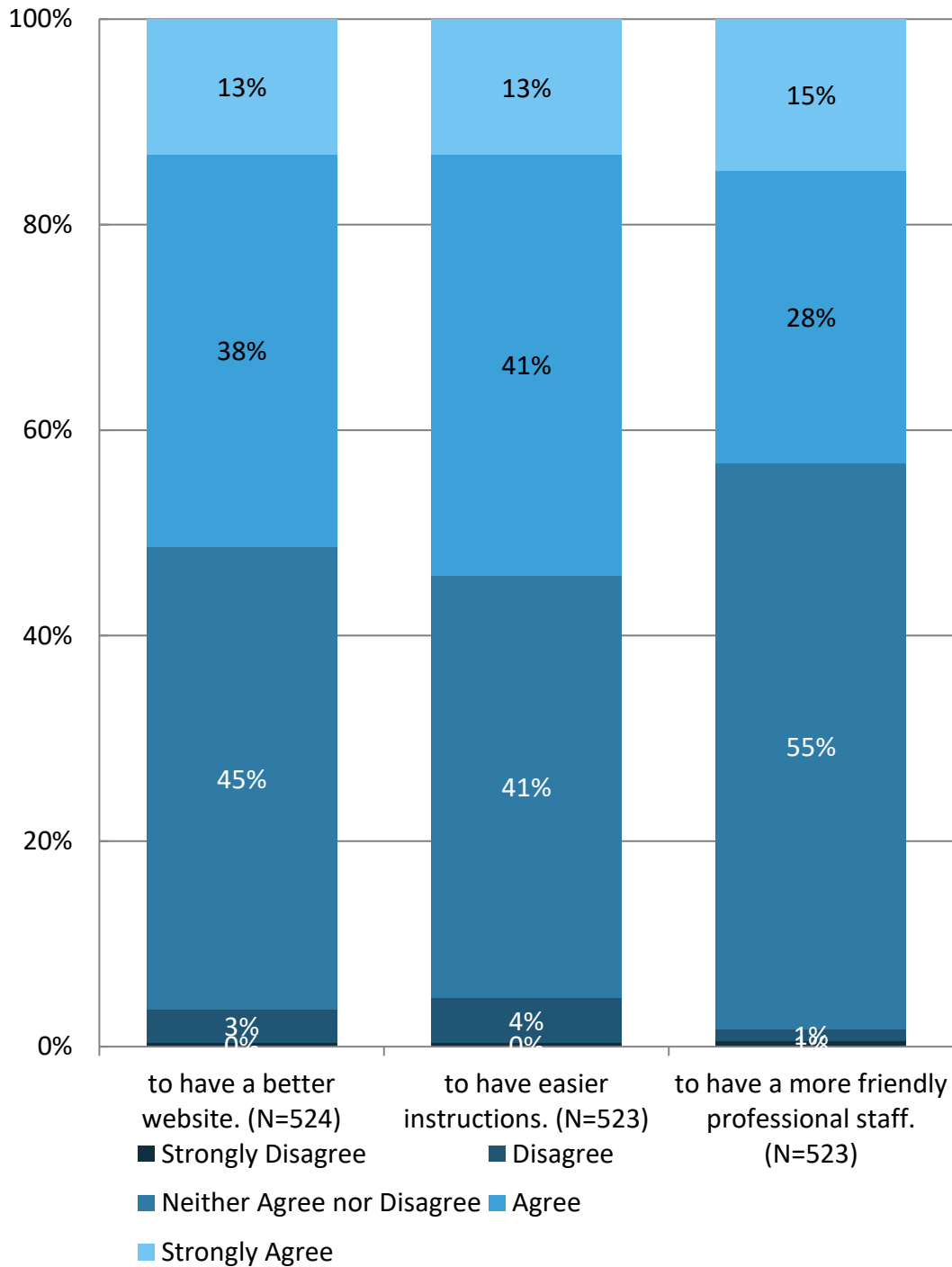
### I found the TBPELS

to have a better website - 96%

to have easier instructions - 95%

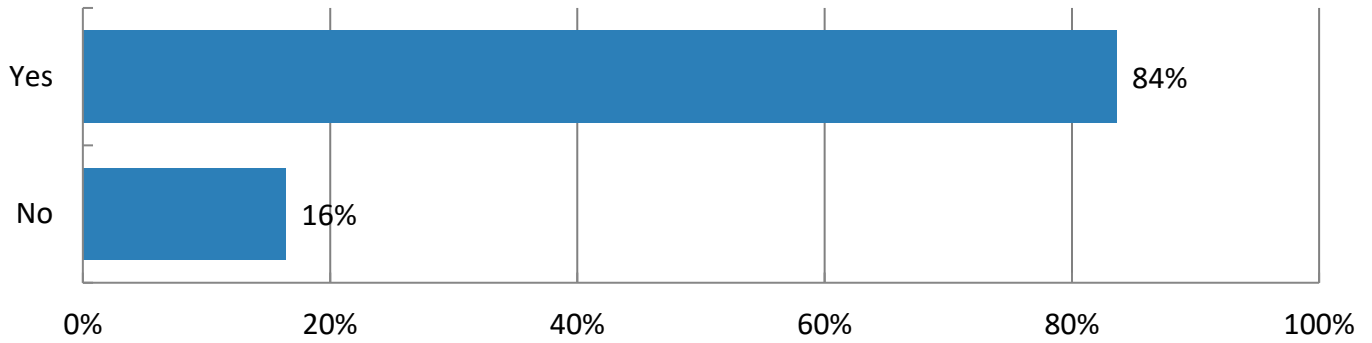
to have a more friendly professional staff - 98%

Weighted Score: 3.59



# I visited the agency website.

84% Yes



## I found the website

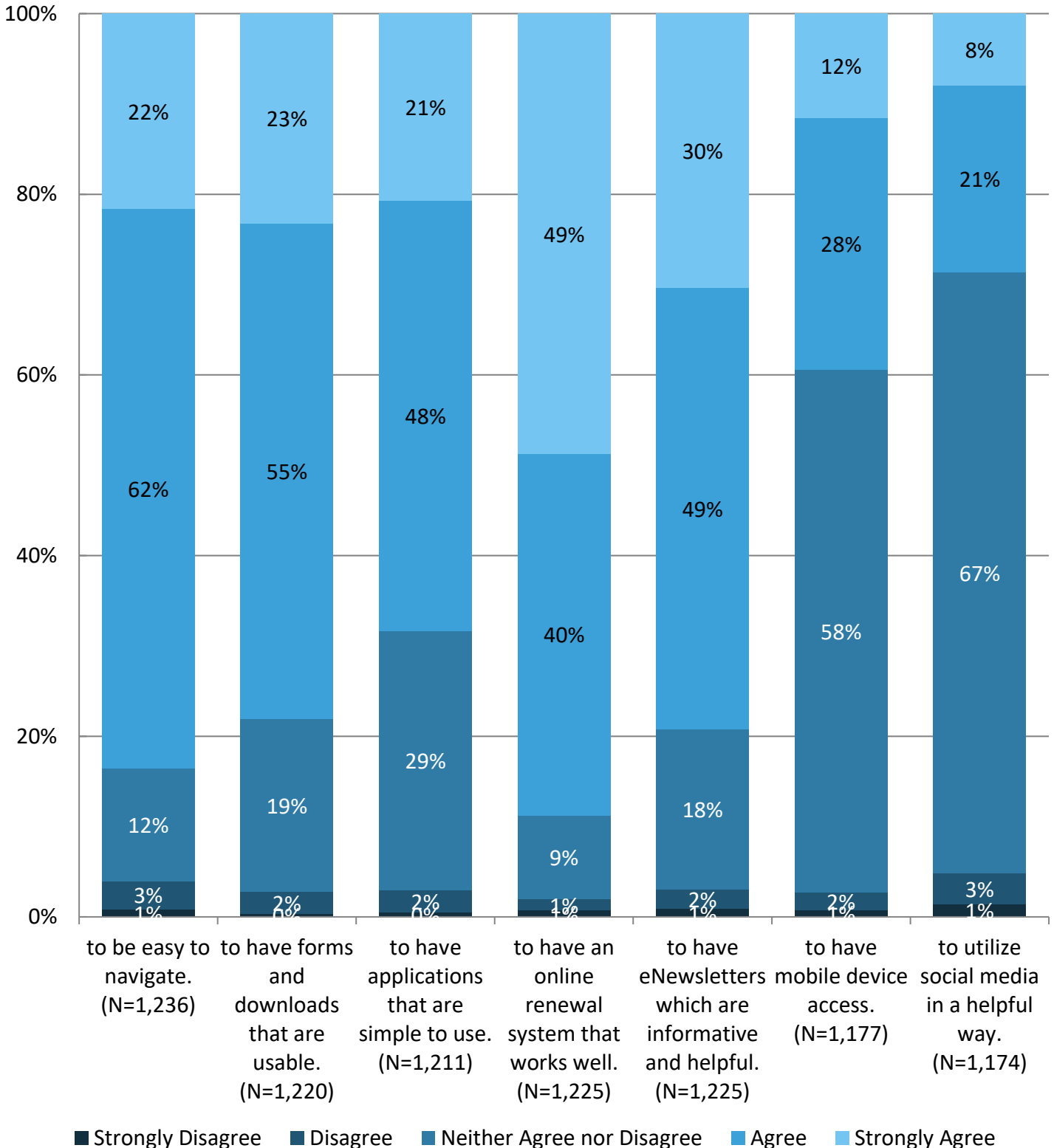
to be easy to navigate. - 96% Positive

to have forms and downloads that are usable. - 97% Positive

to have applications that are simple to use. - 98% Positive

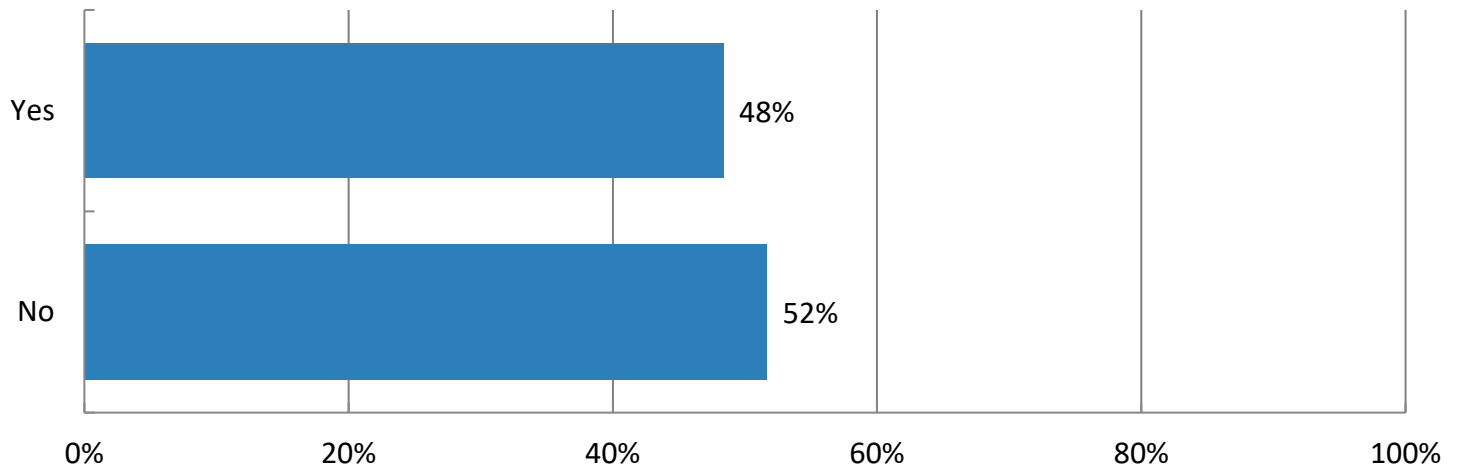
to have an online renewal system that works well. - 97% Positive

to have eNewsle



# I received printed notifications from the agency.

48% Yes



## I received

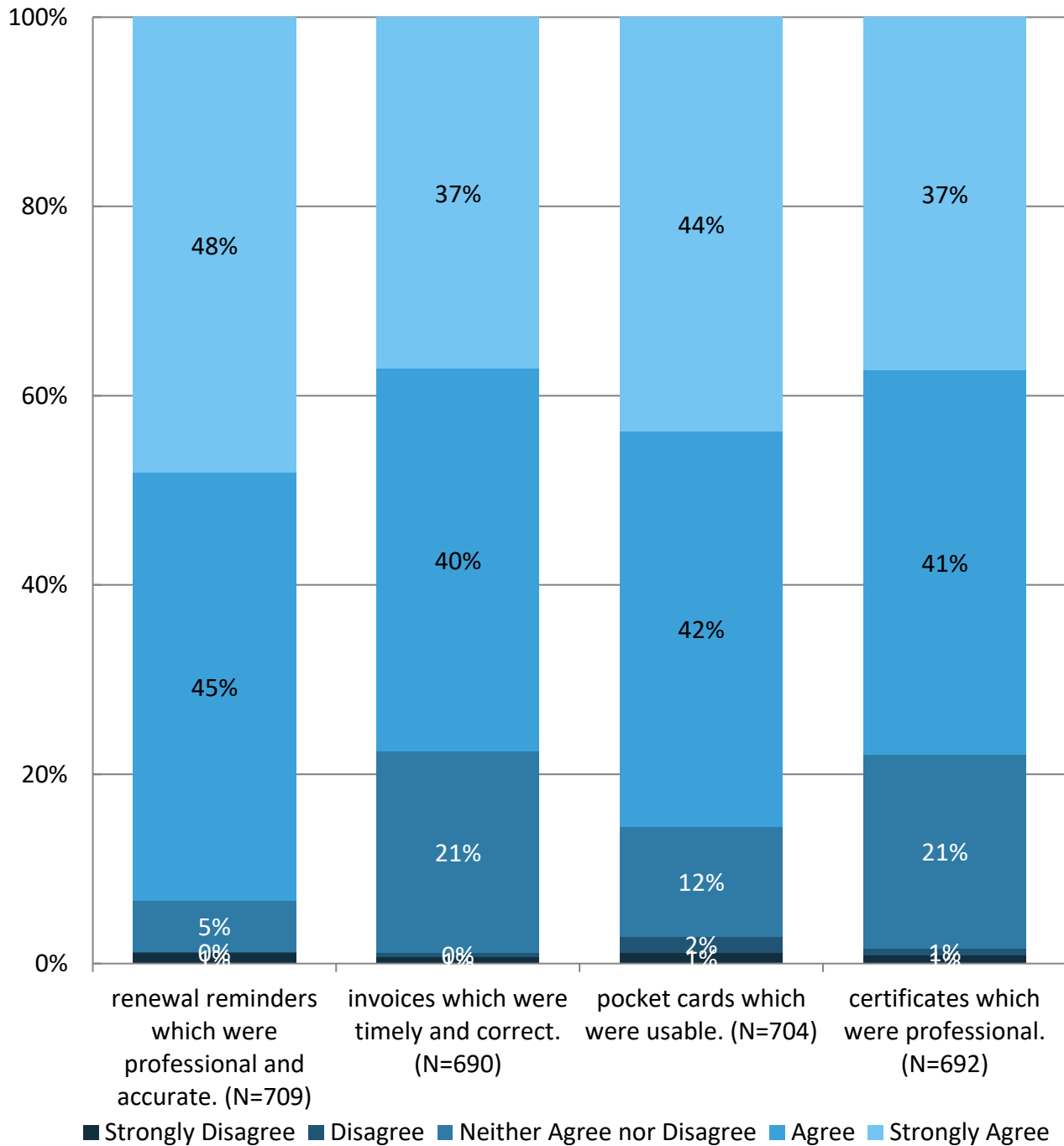
renewal reminders which were professional and accurate. - 98% Positive

invoices which were timely and correct. - 98% Positive

pocket cards which were usable. - 98% Positive

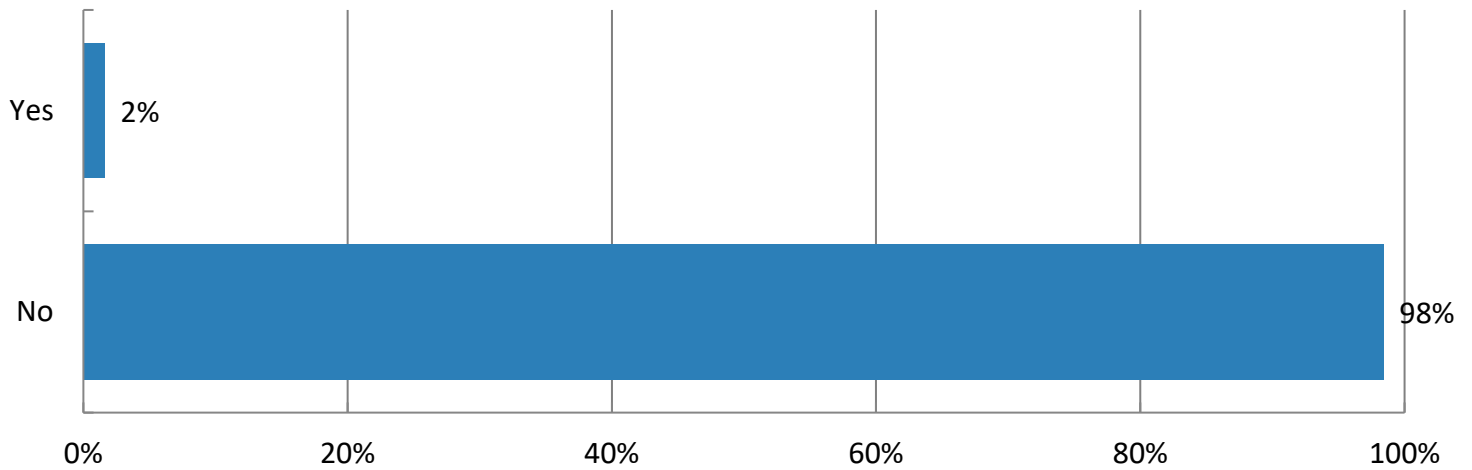
certificates which were professional. - 99% Positive

**Weighted Score: 4.22**



### I filed a complaint or opened a case with the agency.

2% Yes



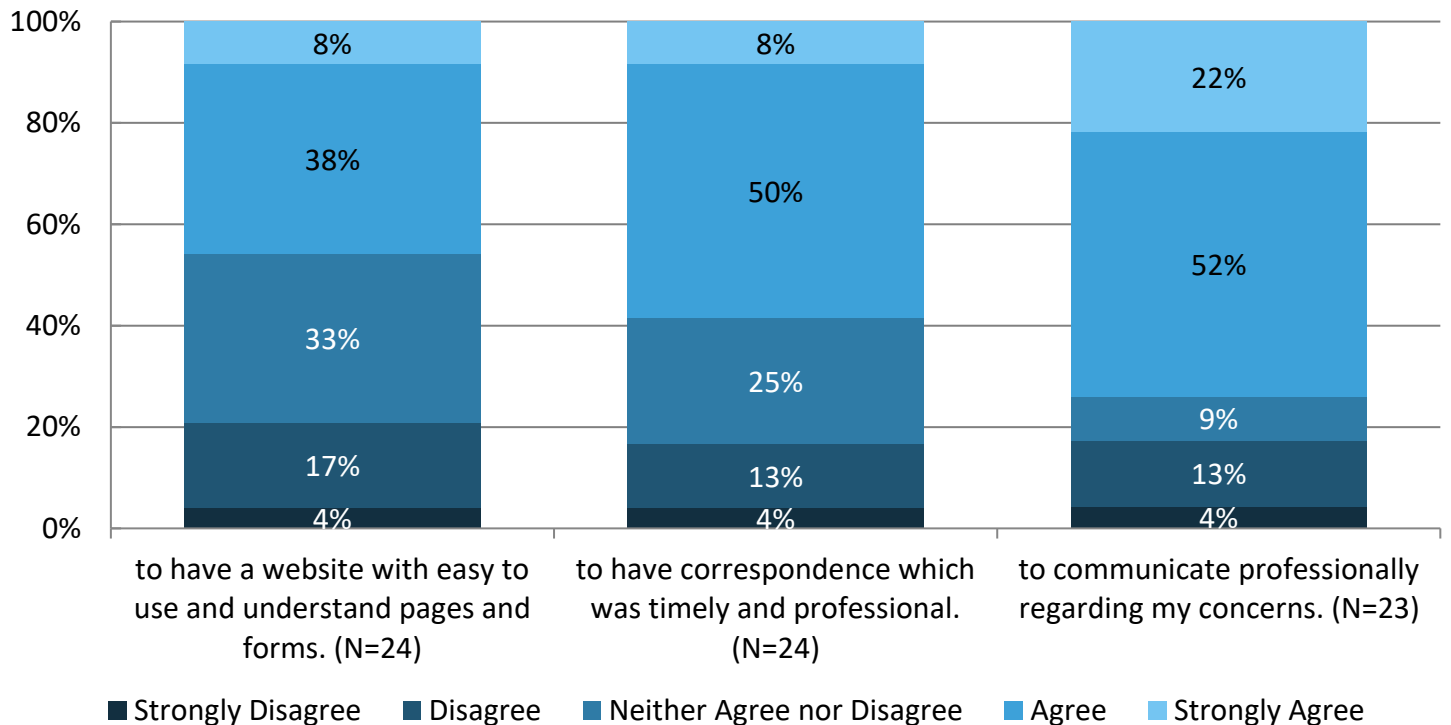
Note: For this measure there were only 24 responses and only from those involved in an enforcement action.

### I found the compliance and enforcement division

to have a website with easy to use and understand pages and forms. - 79% Positive

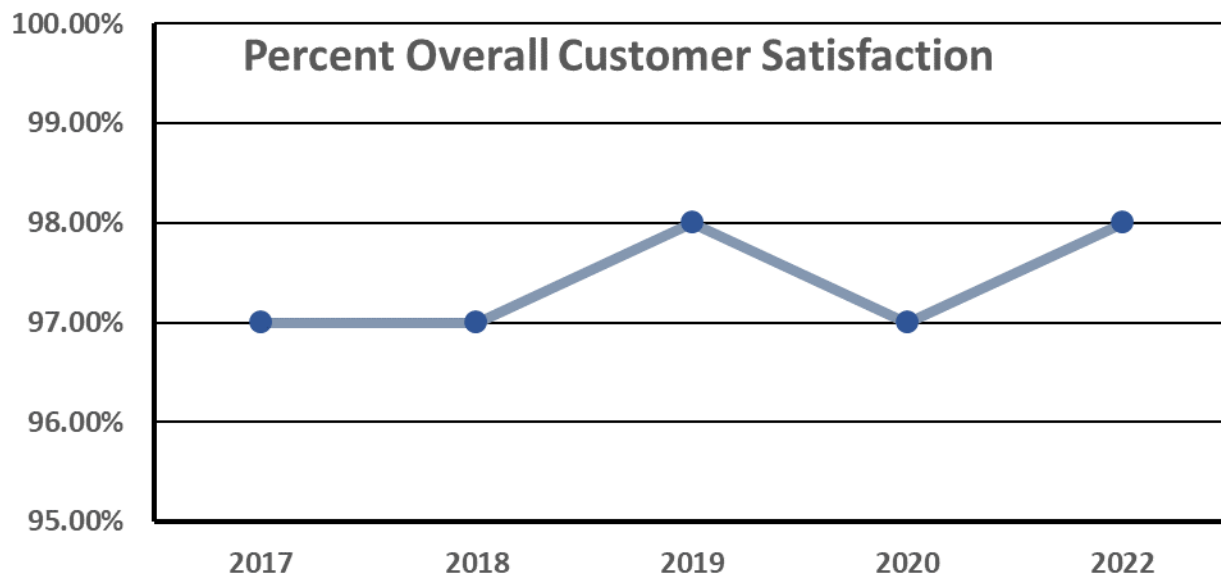
to have correspondence which was timely and professional. - 83% Positive

to communicate professionally regarding my concerns. -



## Findings

The FY 2022 customer service survey showed an acceptable customer satisfaction compared to the previous year with an overall rating of 98% positive. With the integration of the TBPELS Customer Service Quality Standards into the agency culture and procedures and the continuous improvement efforts mentioned above, the focus on improved customer service is a primary effort at the TBPELS.



## Performance Measures

TBPELS collects a wide range of performance measures covering licensure, registration, enforcement, and agency operations. There are similar measures for both engineering and surveying. Some of the measures are required by legislation or other agencies for specific purposes (strategic plan, SDSI, HUB, etc.) and some have been developed as internal measures of performance within the agency.

Depending on the report, these are reported quarterly, semi-annually, annually, or biennially. In general, Performance Measures should meet at least one of the following criteria:

- Direct connection to the Texas Engineering Practice Act, the Professional Land Surveying Practice Act, or the Self-Directed Semi-Independent statute
- Direct effect on agency budget
- Fundamental/Core Agency function (from strategic plan)
- Workload/Volume Indicator – Drives operations
- Indicator of the Health of the Engineering and Land Surveying Professions.

Since TBPELS is an SDSI agency, performance measures are not reported as part of the LAR process, but TBPELS does maintain all current Performance Measures in the standard format set up by the LBB. The following measures are Outcome, Output, Efficiency or Explanatory as defined by the LBB, but are organized in this report by agency function.

